



Job Title	Benefits Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	5	Job Code	17941

Class Specification – Benefits Supervisor

Summary Statement:

The purpose of this position is managing the City's benefits and wellness programs; including self-funded health, dental and voluntary plans; managing the Family Medical Leave and Military Leave; managing the City's wellness program; and conducting the new employee orientation processes. This is accomplished by developing and maintaining self-funded health plans for active employees, retirees, and dependents; making plan design and rate structure recommendations; managing annual open enrollment process; ensuring compliance with legislative requirements, including Patient Protection and Affordability Care Act (PPACA), HIPAA, Mental Health Parity, and other state and federal laws impacting benefits administration; recommending benefits and wellness programs and implementing programs; tracking participation and cost effectiveness analysis of programs offered; analyzing, tracking, and reporting on trends in benefits and health care; developing RFP's for vendor services and managing vendor contracts; and supervising the benefits and wellness staff. In addition, managing retiree programs and transitioning sworn retirees off medical plans to One Health; overseeing short and long term disability programs, life insurance, and other voluntary benefit programs; managing and conducting new hire orientation; preparing and monitoring annual health care trust fund account; and providing highly complex and responsible staff assistance to the Human Resources Manager and Director.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Managing self-funded medical and dental plans by reviewing large medical claims monthly; reviewing all claims quarterly with provider network and broker vendors; working with TPA, benefit consultant and City Attorney's Office on plan language, interpretation, and updates; researching and staying abreast of with trends and plan compliance; monitoring plan and market trends; developing strategic goals for plan design, cost containment, and premium shares; incorporating and monitoring wellness programs; and extracting data to create reports and memos to present information to the Health Care Trust Fund Board, HR Director, City Executive Staff, and City Council.



Job Title	Benefits Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	5	Job Code	17941

5%	Monitoring Health Care Trust Fund budget by reviewing monthly statements; monitoring large claims monthly reports and claims paid to determine if additional funding may be needed during the year to cover claim costs; sharing and presenting information about plan status with the Trust Fund to board members and executive staff; working with broker and TPA on Stop Loss reimbursements; working with benefits consultant on benefit vendor rate renewal negotiations; and approving invoices for payment.
5%	Managing City's Wellness Programs by reviewing quarterly participation levels; calculating ROI and effectiveness of programs; developing and implementing marketing and educational campaigns for improved program awareness; reviewing captured data methods and creating pathways between vendors to ensure eligible participants are accurately identified; conducting and attending vendors monthly, quarterly, and annual meetings to share attendance statistics and monitoring strategic goals; and sharing wellness program information with Health Care Trust Fund board and executive teams.
10%	Managing voluntary benefits programs by reviewing weekly, monthly, and annual reports received on-line; reviewing and overseeing enrollment changes and termination processes for plan document and IRS compliance; and overseeing monthly reconciliation process for invoices and overseeing weekly FSA transactions and payment processes.
10%	Managing Retiree Benefit program by reviewing program administration for PPM compliance; reviewing medical claims, monitoring trends, and working with benefits consultant for premium rate suggestions; managing transition process from City medical plan to One Health and working with vendor and benefit staff on monthly reconciliation process to ensure HRA is set-up and funded appropriately; ensuring medical subsidy is set-up in system according to eligibility; developing and sending communication to retirees about benefit programs and changes to include web updates; and responding to questions from retirees, managers, and internal staff regarding benefit eligibility and program details.
5%	Vendor contract management by reviewing contracts to assist broker in renewal negotiations, coordinating documents to include terms and rates with City Procurement staff, and relaying new fees to benefits staff for invoicing approval; developing RFP's and attending selection committee meetings; and monitoring vendor performance guarantees, tracking if penalties are owed or paid.



Job Title	Benefits Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	5	Job Code	17941

10%	Managing benefits administration by overseeing and preparing educational materials, communicating to employees and dependents available benefits; overseeing staff for benefit enrollment, mid-year changes, and termination processes; advising on complex benefit questions and situations as needed; coordinating IT staff to ensure that HRIS software is working properly, updating the system with new programs and rates, and extracting queries for reporting and auditing purposes; conducting file review and audits on system processes; coordinating benefit eligibility and processes for special situations such as RIFs, VARs, and extended benefit agreements; responding to questions from employees, dependents, retirees, and internal staff; and managing annual open enrollment processes to include timeline development, advise IT on system updates, and coordinating and overseeing back-end processes after open enrollment finalizes.
5%	New hire orientation administration by developing new hire orientation schedule and events; coordinating with other City staff who present information during orientation; overseeing processes to sign-up employees for the orientation sessions; presenting benefits and wellness and core values information during each orientation session; and continuing to monitor and update these sessions for benefit plan changes and best practices to ensure the best new hire orientation sessions are working for all eligible new employees.
5%	Advising on legal updates and plan compliance by attending Webinars, conferences, and seminars; working with broker and other vendors to ensure that services are in compliance; reviewing plan documents are compliant with PPM, state, and federal laws; training benefits and wellness staff on legal updates and mandatory training for ensuring compliance; and working with vendors, broker, and TPA to ensure administration of plans are compliant.
5%	Managing Family Medical Leave Act (FMLA) and Military Leave of absences by developing and overseeing processes to ensure FMLA and Military rights are communicated to employees, Human Resource Contacts (HRC), supervisors, and managers; responding to inquiries regarding the leave processes; developing training and training materials for easy access; coordinating City Attorney's Office for legal compliance on materials and any complex situation for compliance; and overseeing administration process of approving and tracking time used and available to work with employees, IT, and payroll regarding benefits and appropriate pay while on leave of absence.



Job Title	Benefits Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	5	Job Code	17941

Competencies Required:

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

Reading: Advanced – Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and / or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate – Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurements. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Advanced – Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:

Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organizations-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, risk management, or a related field.

Experience: Five years of responsible full-time benefits management experience that demonstrates knowledge of applicable laws, including two years of supervisory experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



Job Title	Benefits Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	5	Job Code	17941

Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives / effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:

Receives Administrative Direction – The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:

The job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and specialized HRIS software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: July 2015